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"How can I thank you for all you've done?"

— Delores

To find out more about Maricopa Long Term Care Plan, call customer service at **602-344-8760**.

To enroll in Maricopa Long Term Care Plan, a potential member must first be eligible for Arizona Long Term Care System (ALTCS). We will be pleased to assist you in filling out the first part of the application for long term care services through ALTCS.

You may also visit us on the web at:
www.maricopa.gov/medcenter/MangCare/ALTCS.htm

Attn: Maricopa Long Term Care Plan
MIHS Health Plans
2502 East University Drive, Suite 125
Phoenix, Arizona 85034



special care

Maricopa Long Term Care Plan

special people



MARICOPA
INTEGRATED
HEALTH SYSTEM

*Serving the needs of
the long-term care community since 1989*



Joint Commission
on Accreditation of Healthcare Organizations

Choosing care for an acutely ill or disabled loved one is an emotional task, at times filled with uncertainty. Maricopa Long Term Care Plan has decades of experience in delivering comfort and assuring quality of life for those who require specialized care and attention. Our carefully selected and qualified teams are chosen for their dedication to making a difference in people's lives. The teams deliver a continuum of services in both home-based and nursing home settings.

"Please know that I truly appreciate your compassion and caring. In my Dad's case, you have helped to make a difference – in his life and mine as well." — Jean L.

Geriatric certified physicians, family practitioners and case managers work together to assess the complex situations of each long-term care member. With the member and the family, the care team develops a personalized service plan to address medical, social and behavioral health needs. This team approach to care allows the best services to be delivered to the member in the most independent and comforting environment available.

"Our case manager has been with us from the beginning of the long-term care of our son. I remember her first knock on our front door. Answering it was the best thing I've ever done, knowing immediately we were going to be in good and capable hands." — Mrs. P.

Maricopa Long Term Care Plan manages an extensive network of physicians, hospitals, nursing homes and other providers to deliver services that meet the special and changing needs of the client. Services are coordinated by the specially trained case manager and are based on the individual needs of the client. Some of the services available include:

- ♦ Home delivered meals
- ♦ Personal care
- ♦ Housekeeping services
- ♦ Home health aide
- ♦ Nursing
- ♦ Adult day care
- ♦ Emergency alert system
- ♦ Adult foster care
- ♦ Assisted living home
- ♦ Assisted living centers
- ♦ Environmental modification
- ♦ Nursing homes

"I want to let you know that our case manager has shown great patience, understanding and compassion with my mother and I feel she has certainly gone the extra mile in helping us."

— Joanne M.

This plan funded in part through a contract with the state of Arizona.

Because each member's requirements are unique, personalized care is delivered in a variety of settings.

Home and community based settings: Maricopa Long Term Care Plan provides medical, social and supportive services to members living in homes, apartments and assisted living settings including adult foster care and supportive residential units. Services may include personal care, meal preparation, housekeeping, adult day care, daily medication monitoring, home health care, hospice, respite care and transportation.

Nursing home settings: Maricopa Long Term Care Plan members needing skilled 24-hour care and treatment can choose from over 65 nursing homes located throughout Maricopa County. Case managers and personal physicians visit the members in the nursing homes regularly.

